

# User Charter

## What to Expect as an ORNL Neutron Sciences User

### What You Can Expect

#### Respect and Courtesy

You will be treated with respect and courtesy by all facility staff.

#### Confidentiality

Details of your experiment proposals will be kept confidential.

#### Scientific and Data Support

Instrument staff will be available to consult with you prior to proposal submission, during experiment planning, and while evaluating results and analyzing data. Facility staff are available to provide scientific support, data analysis guidance and advice.

#### Beam Time Allocation

Beam time is granted based on external peer evaluations of submitted proposals. If your request for beam time is denied, you have the right to appeal the decision.

#### Facility Operations

Our facilities are designed to operate predictably and reliably, with support available around the clock. If your experiment fails due to instrument or facility issues, it will be rescheduled, with options for remote participation if desired and appropriate.

#### Training and Supplies

You will receive training on the safe and effective operation of instruments and data systems. Reasonable consumable experimental supplies will be provided by ORNL.

#### Use of Personal Equipment

You are welcome to use your own equipment for experiments on the condition that it has been reviewed and approved by ORNL safety personnel.

### Your Responsibilities

#### Respect and Courtesy

Treat facility staff with respect and courtesy.

#### Standards of Conduct

Conduct all activities with the highest scientific, professional, and ethical standards.

#### Collaboration Agreement

Reach an agreement with instrument staff on the extent of collaboration expected, including co-authorship of resulting publications.

#### Self-sufficient Teams

Bring an experimental team of registered users that can effectively function on its own after initial training. This will typically be a team of at least two experimenters. Note that ORNL staff will not perform experiments for users.

#### Experiment Planning:

Work with facility staff to plan experiment details well in advance. This includes the following expectations:

- Confirm experiment information such as team members, samples, laboratory needs, and equipment.
- Respond promptly to site access invitations and other communications from staff regarding scheduling, sample environment needs, and safety concerns. Provide additional safety documentation upon request.
- Mail samples and equipment to arrive at least 7 business days before your scheduled beam time. Longer lead times may be required for specific samples or complex experiments. Samples to be measured are required to be of a suitable mass and quality to collect useable data.

#### Training and Compliance

Complete all required training, maintain a valid user agreement, and adhere to safety and security rules.

#### Data Analysis and Interpretation

Following the experiment, analyze and interpret the data using appropriate models and visualization techniques.

#### Publication and Acknowledgment

Publish all research resulting from neutron experiments in publicly available peer reviewed scientific literature, submitting full citations to the facility. Appropriately acknowledge DOE, ORNL, and the specific instrument and proposal number in your publications. Recognize the significant effort of the instrument team and consider co-authorship as appropriate. Notify the instrument local contact if the results will not be published.

#### Feedback and Review

Respond promptly to survey requests after your experiment. Participate as a reviewer of experimental proposals as requested.

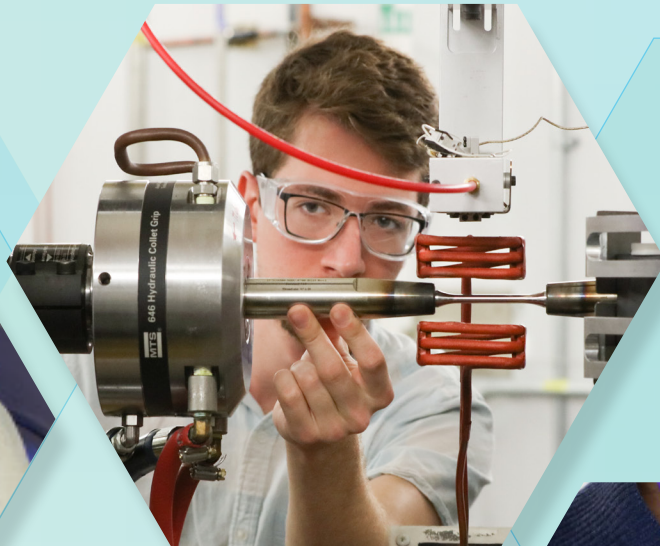
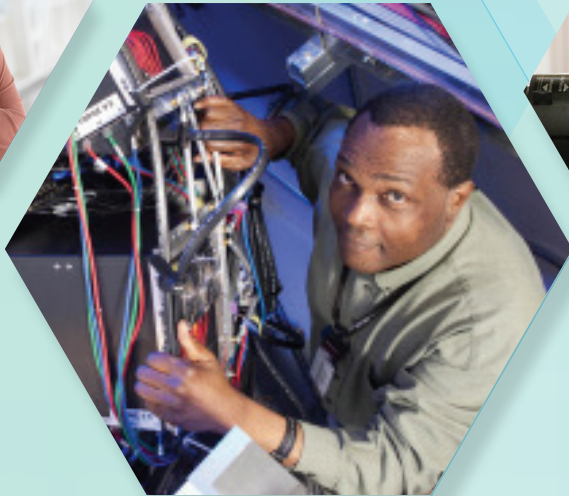
**Our goal  
is to create a  
collaborative and  
respectful environment  
that fosters scientific  
excellence and  
ensures safety.**





# Speaking Up

We are committed to an environment where open, honest communications are the expectation, not the exception. We want everyone to feel comfortable discussing instances where violations of policies, standards, or the code of conduct may have occurred. Discrimination and harassment against any user, employee, student, intern, vendor, contractor, customer, or visitor is strictly prohibited. It is also the company's policy to prohibit any and all forms of retaliation.



Users may report concerns through the following channels:

**Email:** [employeeconcerns@ornl.gov](mailto:employeeconcerns@ornl.gov)

**Phone:** ORNL Concerns Office | 1.865.241.8255

**Hotline:** <https://ornl.ethicspoint.com> | 1.888.280.0616

## Contact Us

Please reach out if you need help, have questions or suggestions, or encounter any issues during your visit.

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